Don't be a "Scaredy Cat" - Electronic Visit Verification can be "Fang-tastic"!

Missouri has been approved for a Good Faith Effort Exemption for EVV.
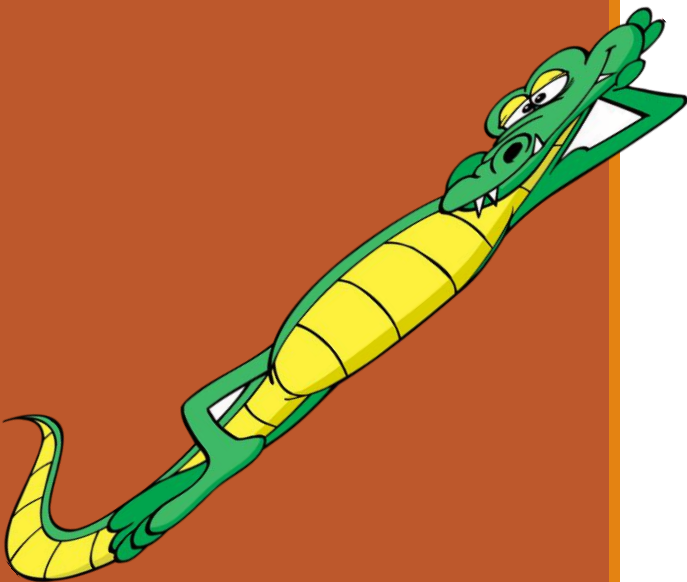
MYTH or FACT

Providers do not have to implement EVV until January 1st, 2021. MYTH

In-home and CDS providers currently under EVV regulations do not have to follow them. MYTH

The state's implementation goal for EVV compliance continues to be January 1, 2020 for all personal care service providers. FACT

AGGREGATOR – Fact or Myth

What is an AGGREGATOR?

EVV records will go straight through for billing whether complete or incomplete when Aggregator is established. MYTH

The aggregator process will not allow providers to submit further records on incomplete or inaccurate EVV records. MYTH

After 2 weeks if incomplete or inaccurate records are not submitted to the aggregator the incomplete visit will be labeled invalid. MYTH

Collects Provider's EVV Data. FACT

Allows incomplete or inaccurate EVV visits to be submitted. FACT

LOCATION

MYTH:
Landline, FOB or
Validator must be used
with a GPS EVV system.

GPS cannot be captured from a phone call on a land line or a fixed device.(FOB, Validator) but these systems capture location by nature.

If using telephony from a landline there really are not options if the phone is out. Paper would be the alternative.

Location Services connects an internet-enabled device with GPS.(Smart Phone, Tablet)

The offline capability is for situations in which there is a mobile app, etc. and there is always an issue with connectivity. The system must be able to collect the info and upload it when there is service. It is not intended for temporary outages.

EVV SYSTEM and DATA COLLECTION

EVV TOOL KIT

Accommodate More Than One Participant in the Same Home

Accommodate more than one participant and/or attendant in the same home or at the same phone number.

Document the services and task per program requirement delivered to each participant.

If EVV system doesn't distinguish between clients in the same home, then you must work with your EVV provider as utilizing paper to document one of the visits will no longer be allowable.

The same telephone number may be utilized for more than one participant -
But <u>must</u> distinguish each participant individually.

EVV
REPORTS

EVV System Minimum Requirements

Be capable of retrieving current and archived data to **produce reports** of <u>services delivered</u>, <u>tasks performed (</u> if required by program type), <u>participant identity</u>, <u>beginning and ending times of service, location of service</u> and <u>date of service</u> in summary fashion that constitute adequate documentation of service delivery. Any report shall include an explanation of codes utilized by the provider/vendor and include the vendor/provider's identity by either name or NPI.

Patient Name	Admis-sion ID	Employee Name	EE ID	Date/Time In	MD	Date/Time Out	Visit Hours	Service Desc	Tasks Performed
Fishing, Apple, Pie DCN:	CDS 66666	Pell, Eugene B.	888888	5/1/2015 4:12:00 PM		5/1/2015 9:29:00 PM	5.28	Consumer Directed Services – PC	CDS Dressing/Grooming; CDS Mobility and Transfer; CDS Medications; CDS Toileting; CDS Bathing; CDS Meal Prep and Assist with Eating; CDS Wash Dishes; CDS Shopping and/or Errands; CDS Make Bed; CDS Treatments; CDS Clean and/or Maintain Equipment
Fishing, Apple, Pie DCN:	CDS 66666	Pell, Eugene B.	888888	5/2/2015 9:30:00 AM		5/2/2015 2:48:00 PM	5.30	Consumer Directed Services – PC	CDS Dressing/Grooming; CDS Mobility and Transfer; CDS Medications; CDS Meal Prep and Assist with Eating; CDS Wash Dishes; CDS Clean Kitchen; CDS Shopping and/or Errands;

Attendant's identity is a documentation requirement.

EVV Sample Report – Manual Entry

Patient Name	Admis-sion ID	Employee Name	EE ID	Date/Time In	MD	Date/Time Out	Visit Hours	Service Desc	Tasks Performed
Fishing, Apple, Pie DCN:	CDS 66666	Pell, Eugene B.	888888	5/2/2015 4:00:00 PM	M	5/2/2015 9:00:00 PM	5 :00	Consumer Directed Services - PC	CDS Dressing/Grooming; CDS Mobility and Transfer; CDS Medications; CDS Toileting; CDS Bathing; CDS Meal Prep and Assist with Eating; CDS Wash Dishes; CDS Shopping and/or Errands; CDS Make Bed; CDS Treatments; CDS Clean and/or Maintain Equipment
Fishing, Apple, Pie DCN:	CDS 66666	Pell, Eugene B.	888888	5/3/2015 9:30:00 AM	M	5/3/2015 2:00:00 PM	4.50	Consumer Directed Services - PC	CDS Dressing/Grooming; CDS Mobility and Transfer; CDS Medications; CDS Toileting; CDS Bathing; CDS Meal Prep and Assist with Eating; CDS Wash Dishes; CDS Clean Kitchen; CDS Shopping and/or Errands;
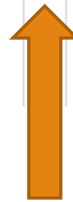
Sample of EVV Visit Reports

Telephony Visit Report

Patient Name	Admis-sion ID	Employee Name	EE ID	Date/Time In		Date/Time Out	Visit Hours	Service Desc	Tasks Performed
Song, Sing A. DCN: 11122233	IHS 98765	Hall, Cia	866866	5/1/2015 10:00:00 AM		5/1/2015 2:15:00 PM	4.25	In Home Services	IHS Dressing/Grooming; IHS Meals/Dishes; IHS Bathroom; IHS Bathing/Personal Hygiene; IHS Medical Related HC
Song, Sing A. DCN: 11122233	IHS 98765	Hall, Cia	866866	5/4/2015 10:00:00 AM		5/4/2015 2:15:00 PM	4.25	In Home Services	IHS Dressing/Grooming; IHS Toileting; IHS Bathing/Personal Hygiene; IHS Meals/Dishes; IHS Kitchen; IHS Bathroom; IHS Medical Related HC

Telephony Visit Report -

Patient Name	Admis-sion ID	Employee Name	EE ID	Date/Time In	MD	Date/Time Out	Visit Hours	Service Desc	Tasks Performed
Fishing, Apple, Pie DCN:	CDS 66666	Pell, Eugene B.	888888	5/1/2015 4:12:00 PM		5/1/2015 9:29:00 PM	5.28	Consumer Directed Services - PC	CDS Dressing/Grooming; CDS Mobility and Transfer; CDS Medications; CDS Toileting; CDS Bathing; CDS Meal Prep and Assist with Eating; CDS Wash Dishes; CDS Shopping and/or Errands; CDS Make Bed; CDS Treatments; CDS Clean and/or Maintain Equipment
Fishing, Apple, Pie DCN:	CDS 66666	Pell, Eugene B.	888888	5/2/2015 9:30:00 AM		5/2/2015 2:48:00 PM	5.30	Consumer Directed Services - PC	CDS Dressing/Grooming; CDS Mobility and Transfer; CDS Medications; CDS Toileting; CDS Bathing; CDS Meal Prep and Assist with Eating; CDS Wash Dishes; CDS Clean Kitchen; CDS Shopping and/or Errands;

Start	End	Duration	Admit ID	Client/Location	Employee	Tasks	Service
Exception - The visit end date is required							
11/30/2013 9:21	Unknown	Unknown	IHS 00000	Client, Mary 6107 S. Main Street. KCMO 12345	Caregiver, Sally	Unknown	Unknown
Exception - The visit start date is required							
Unknown	12/5/2013 11:18	Unknown	IHS 11111	Doe, Jane 1234 Santa Claus Lane North Pole MO. 64055	Caregiver, Bobby	6200, 6326, 6387, 6386, 6382	NON APC Client
Exception - Service was not authorized							
12/16/2013 11:59	12/16/2013 15:58	3.98	PP 00000	Client, Jack 2504 N Popcorn Road Candy Corn, MO.12345	Caregiver, Nancy	7121, 7128, 7151, 7152, 7153, 7171	Nurse Aide

EVV Best Practices

Develop processes and expectations when employee/attendant does not follow your EVV Standards:

Does not use EVV consistently

Employee clocks in when not authorized to work

Employee calls from an unrecognized location

Employee clocks out early and/or clocks in late

Employee forgets to clock in

Employee forgets to clock out

Overlapping visit

Incorrect or No tasks codes used if required by program

For a handy references placed your EVV expectations on the back of your timesheet/exception sheet.

Best Practices To support Valid Billing

Have a process for documentation completion of incomplete or invalid EVV entries

Any time you or your EVV vendors makes changes to your EVV system – Pilot how these changes may alter your billing

Manage invalid entries frequently and timely

If you change EVV Vendors maintain this data

Have a process to monitor more than one shift

Develop a process when there are no or lack of supporting tasks not to bill for services if required by program

Develop a controlled process for "manual adjustments"

Modifying Visits

TELEPHONY VISIT - Scenario	Client Signature	Caregiver Signature	Supervisor Signature	Supervisor Email				
*Telephony does not have a begin time								
*Telephony does not have an end time								
*Telephony is missing task codes								
*Telephony has wrong task codes								
*Telephony shift is longer than __ hours								
*Overlap visit with another caregiver								
Overlap visit by same caregiver								
*Shift exceeded actual visit time								
*Attendant clocked in under wrong admission								
Location is invalid /unknown								

Train – On Your EVV System

How to enter:
- ✓ Aide's Access Code
- ✓ Start A Visit
- ✓ End A Visit
- ✓ More than one service
- ✓ More than one participant in the home
- ✓ Add Tasks
- ✓ Delete Tasks
- ✓ Review Documentation Entered
- ✓ Approved Tasks Entered

EVV is your timecard!

Train - EVV

What To Do When:

- ✓ The EVV System is not working
- ✓ Aide forgot to clock in and/ or out
- ✓ Aide did not enter all of the tasks performed
- ✓ Aide forgot assess code
- ✓ Aide forgot task codes
- ✓ Aide entered tasks not on the POC
- ✓ Aide entered APC tasks by mistake and not authorized to perform
- ✓ Aide not able to clock in or out due to reasons beyond their control

Remember that continuous training is key for success with EVV!

Train - EVV

Train during orientation and at in-services

Train during APC class

Train when EVV is an invalid entry

Include hands-on practice during orientation

When schedule is received train on EVV tasks and services on client's plan of care

Do not forget to train your Office and On- Call Staff

Create Videos of recordings of your EVV system

Create Instruction Guides

Add EVV phone number to badges

Place telephony instruction on back of timesheets/invalid entry sheets and/ or name badge

Lessons Learned

How will you?

- Adapt EVV to your billing process?
  - You will continue to bill the same way.
- Add EVV to timesheet process and protocols?
- Document EVV refusals?
- Formulate your EVV reports per the EVV rule ?
- Control your payroll process once EVV is in place ?
- Who will be your EVV support and when will they be available?
  - What is your EVV support plan for weekends and after hours ?

Lessons Learned

- Only teach APC task codes to CNA's and APC aides.

- Train key Staff to understand your EVV system process and connection with your billing and payroll.

- Allow only APPROVED staff to make changes to your EVV system and reports.

- When modifying your EVV systems and reports ,PILOT how these changes may alter your billing and payroll process.

- Understand how the minutes are accruing in your system.

- ROUNDING IS NOT ACCEPTABLE.

- If POC is tied into your EVV System – have a plan in place of KEY staff entering the POC into the system and when to make modifications.

Lessons Learned

- Understand how and when your staff are modifying an EVV visit.

- Have a process to review billing processes periodically to ensure ALL documentation rules are in place.

- Check and double check that your reports meet the EVV rule.

- When pulling data for record request do not forget to pull the manual entries reasons/timesheets.

- Limit/Control who can modified an EVV visit.

- If EVV System has broadcasting message capabilities develop process for who and when a message can be recorded.
  - Do not forget to limit the time frame the message can be heard.
 - Do not forget to limit the length of the message.

Lessons Learn

- Invalid Entries – Look at frequently!

- When changing EVV Providers make sure you maintain assess of the data for 6 years.

- Process to remove employees from your EVV systems/broadcast message.

- Caregivers not entering the tasks properly are coached and trained on the correct procedure immediately.

- They are very few true valid reasons why EVV can not be used in the home!
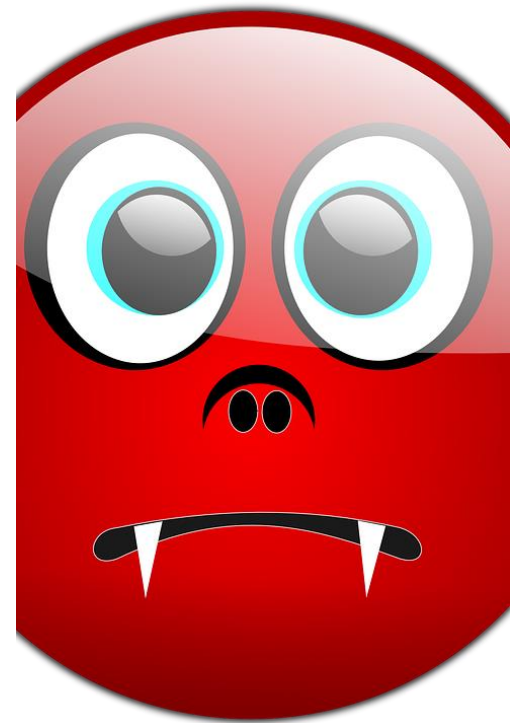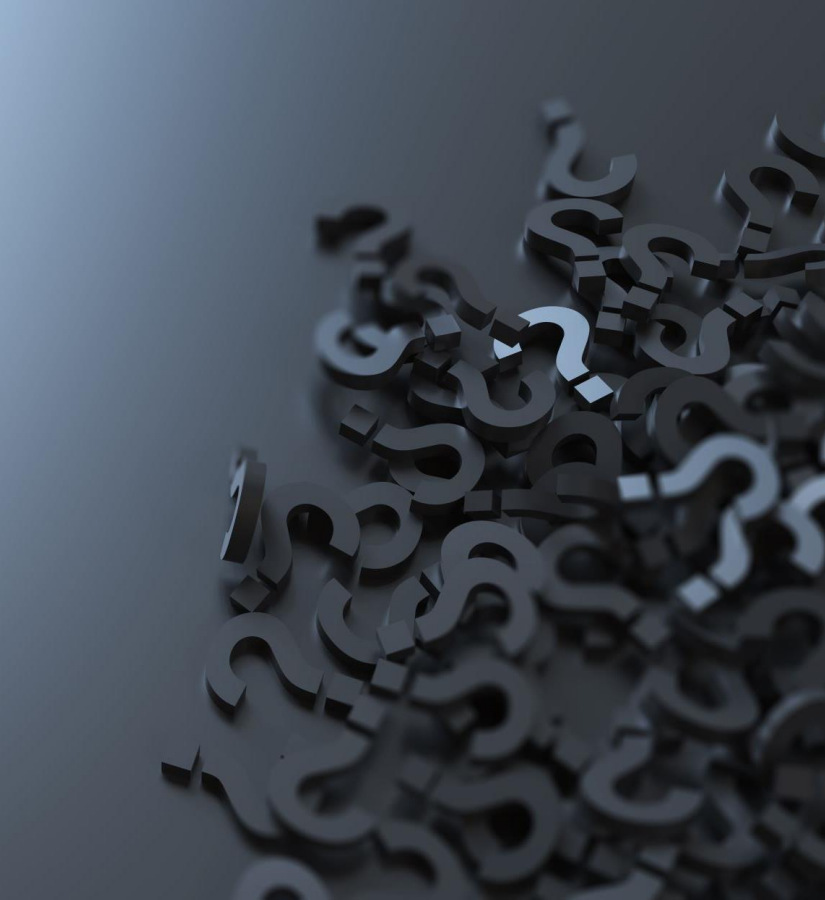
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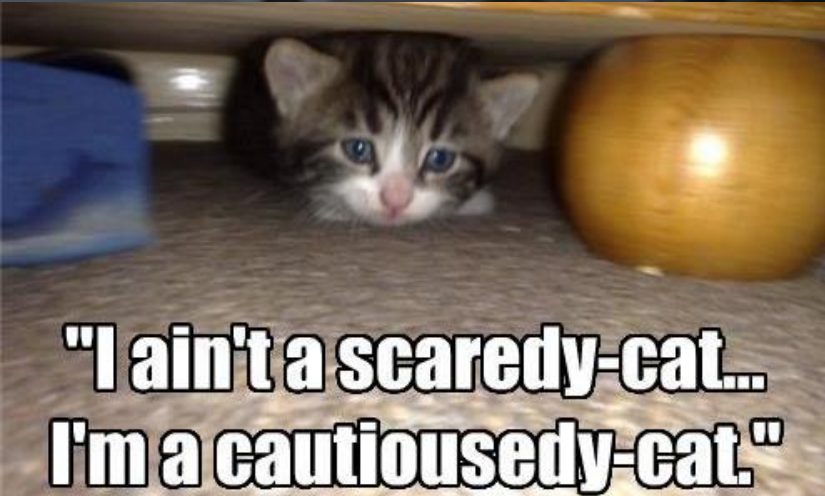
"I ain't a scaredy-cat...
I'm a cautiousedy-cat."